

100  
Monitoring System  
**Figure 1**

200

LOS Watch Dog Program


## ACM LOS Watch Dog

Time zone used: EST

Station	Entry	Exit	Arrival	Depart	Group Name	Assigned To	AC Dog Data
10/21/2003 03:23 PM	CRITICAL STATUS ACTION	MONITORING	10/21/2003 03:23 PM	10/21/2003 03:23 PM	BA	10/21/2003 03:23 PM	10/21/2003 03:23 PM
10/21/2003 03:23 PM	CRITICAL STATUS ACTION	MONITORING	10/21/2003 03:23 PM	10/21/2003 03:23 PM	BA	10/21/2003 03:23 PM	10/21/2003 03:23 PM

☐ All  
☐ Manual  
☐

Number of LOS Records: 2



10/21/2003 03:23 PM

Figure 2

LEDS.00109  
 "LOS Watchdog"  
 Manos  
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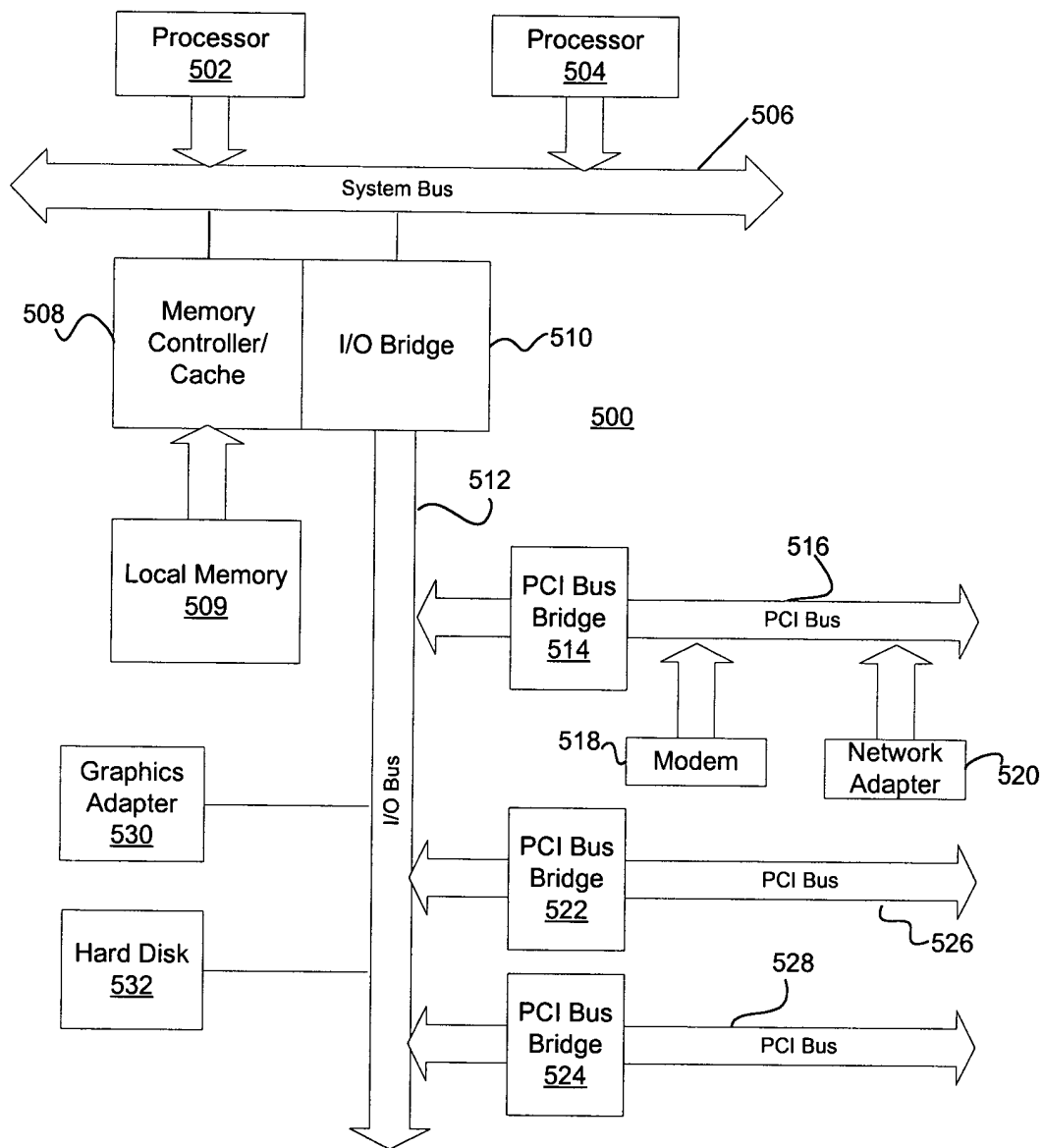
## BEST AVAILABLE COPY

Steps	Time	Description
1.	9:30am	Customer calls helpdesk reporting their HP Server is down.
2.	9:32am	Helpdesk creates an 01 – Outage ticket and assigns a severity of '01-Platinum' The resolution time to fix the problem is 4 hours The status frequency (in case problem is not resolved by LOS) is 30 mins  <i>*Multiple severities exist in Asset Center, therefore, each will have a different resolution time and status frequency values.</i>
3.	9:35am	Ticket is dispatched to a systems engineer. The LOS due date is calculated: 9:35 + 4 hours = 1:35pm LOS Due Date
4.	1:35pm	The problem is still not resolved and LOS is missed. Now the helpdesk is required to status the customer every 30 mins until problem is resolved. Status by 2:05pm = 1:35pm + 30 mins
5.	1:55pm	Helpdesk agent communicates status to customer. The next status by date is 30 minutes from the last status communication. Status by 2:25pm = 1:55pm + 30 mins
6.	2:15pm	Problem is resolved and helpdesk closes ticket.

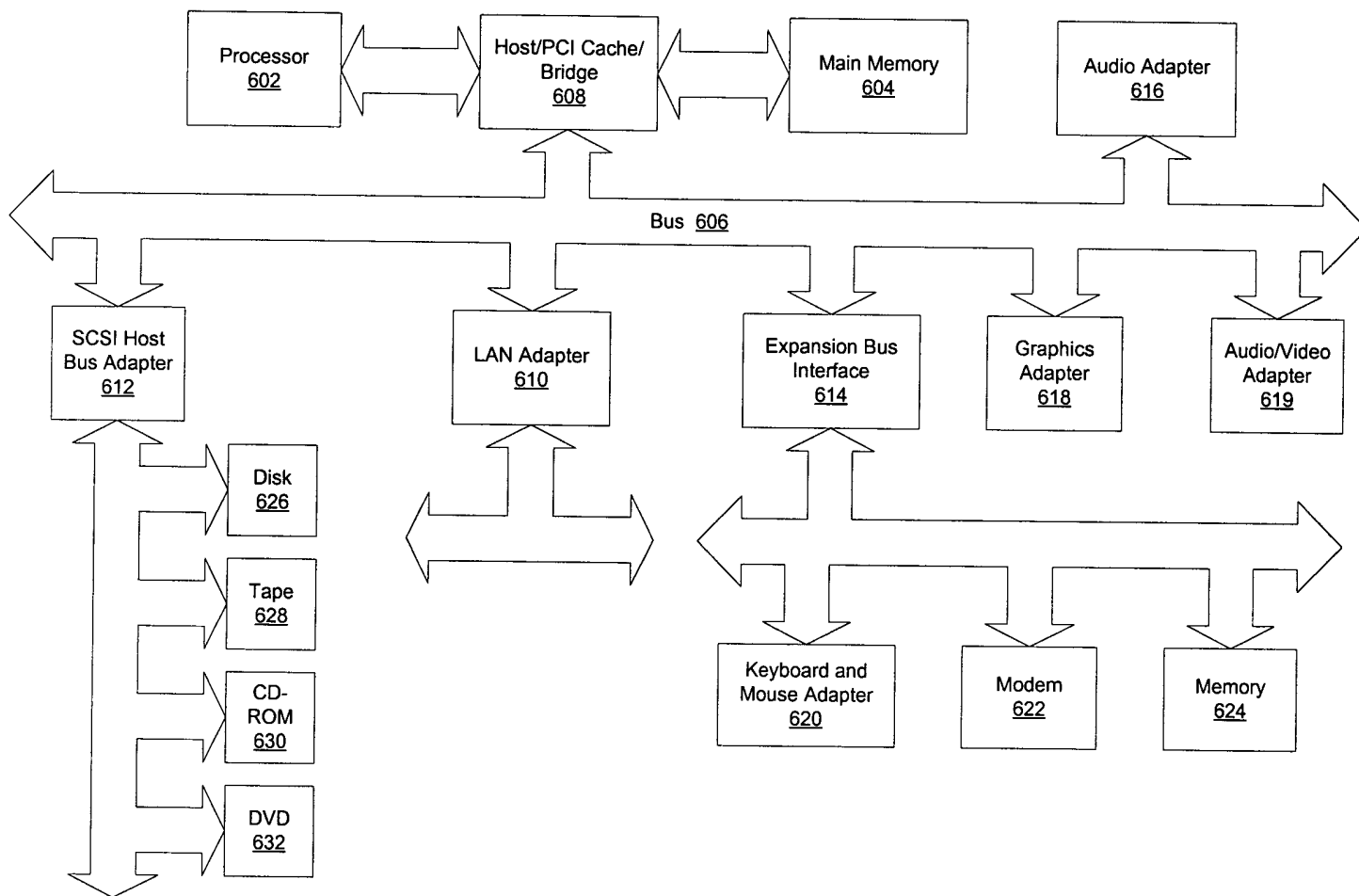
400

Table

## Figure 4



500  
Network  
**Figure 5**



600  
Client

Figure 6

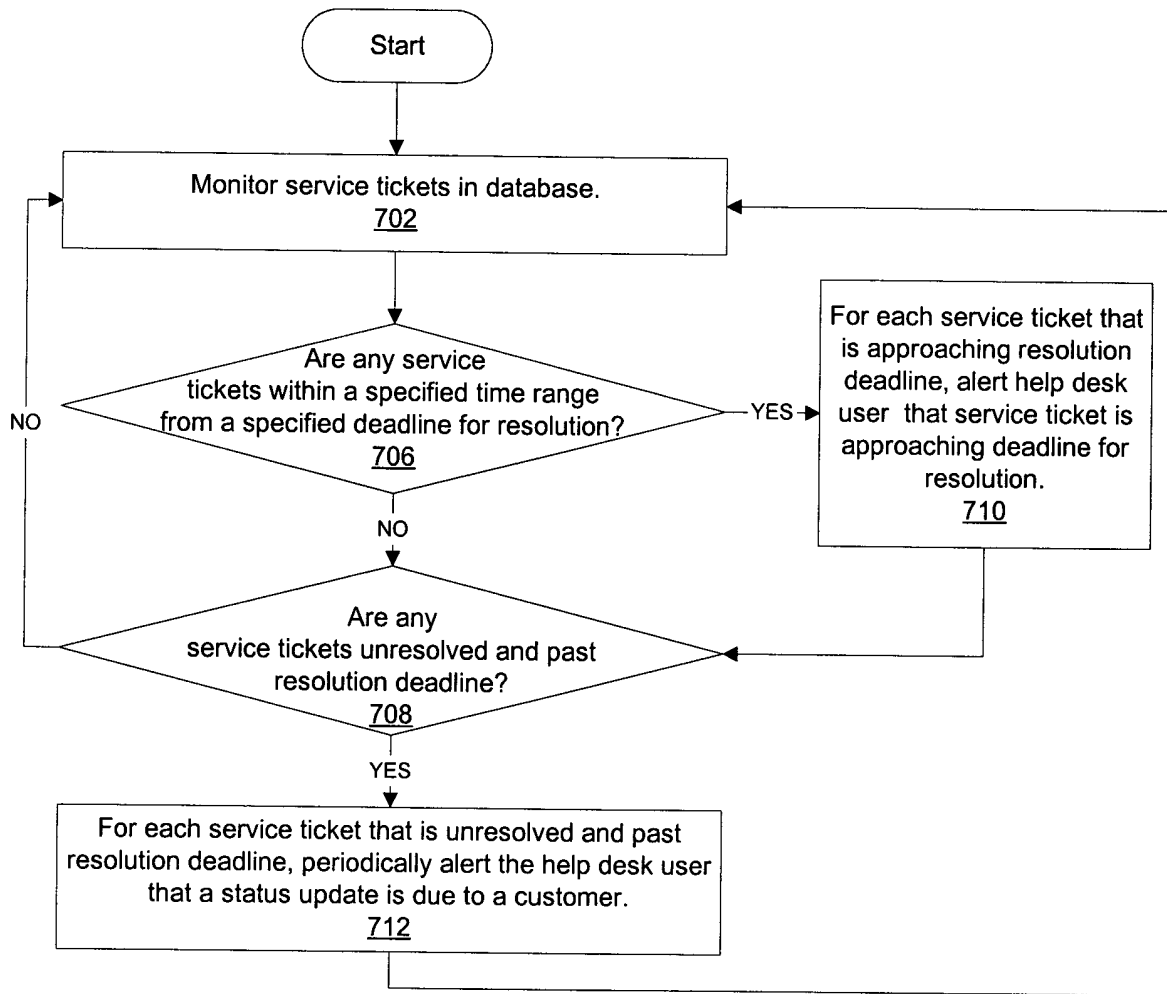


Figure 7